

Job Description

Title:	Customs Officer -Investigations	Group:	Customs Service
Unit:	Risk and Compliance Division		
Reports to:	Principal Officer	Position code:	RE002559
Salary grade:	A8	Date:	August 2021

1. About the Organisation

The Ministry for Revenue is a key state organisation with its main functions centring around revenue collection and enforcing Customs and Inland Revenue laws and other related rules and regulations. By ensuring effective and efficient processes the Ministry endeavours to ensure smooth movement of people and goods across the border and collect the correct revenue due to the state.

The Ministry's three principal roles are:

- To manage and administer the taxation systems in a way that encourages compliance by all taxpayers
- To facilitate trade and the movement of people across Samoa's borders while at the same time protecting the community and ensuring compliance with Samoan laws; and
- To efficiently collect the correct revenue due to the State

2. About the division:

The primary role of the Risk and Compliance Division is on the development and application of intelligence and risk assessment strategies and techniques to identify potential non-compliance and ensure the appropriate response is taken. This includes verification of the classification and valuation of imported and exported goods, the processing and clearance of imports and the development and use of intelligence profiles. This division is responsible for ensuring that the Ministry has effective systems and processes in place to facilitate legitimate trade and travel while identifying and responding to potential non-compliance.

3. Position purpose – an overview of what you're here to do:

The primary responsibility of this position is to complete the day to day operations of the division, to ensure the effective and efficient application of divisional and ministry wide processes and policies. In particular, the incumbent will undertake a range of investigative activities to support Customs in the identification of non-compliance and work to prepare Customs for prosecution of offences.

4. Duties and responsibilities – a summary of what we expect you to achieve:

Job-specific duties and accountabilities – things specific to this job:

Investigative Activity

- Work with other divisions where non-compliance has been suspected or identified to gather information from a range of sources which may include other law enforcement agencies, members of the public, international contacts, the internet etc.
- Undertake interviews with importers/brokers/members of the public as appropriate to gather evidence where non-compliance is suspected.
- Liaise with the Legal Services team in order to develop and manage all case files to the required standard using effective file management practices, including maintenance of the chain of evidence, and accounting for exhibits.
- In line with standard operating procedures, ensure that evidence held is sufficient for prosecution and where gaps exist ensure that the Legal team are made aware of this in a timely manner.

- Work effectively with intelligence staff to ensure that information obtained through investigation is passed on for inclusion intelligence and risk assessment products to maximise the detection of similar instances in the future.

Relationship Management

- Maintain effective relationships with all Customs divisions, law enforcement agencies in Samoa and international agencies as appropriate to maximise access to information needed in investigations.
- Demonstrate utmost integrity at all times by representing the Ministry for Revenue and the government of Samoa well and by providing high quality, customer-focused services
- Demonstrate a commitment to upholding and enforcing existing legislation and regulations, and maintaining the highest standard of professionalism

Operational policy:

- Contribute to the development of policies/processes by providing feedback to senior officers
- Prepare clear and concise reports for senior leadership on key information and areas of interest relating to investigative activity.
- Work co-operatively with and assist colleagues in all work areas to achieve their outputs and goals

Other tasks:

- Complete other Ministry-related tasks, assignments and projects as requested on an ad hoc basis that are within the incumbent's capabilities.

5. Person specification – what the ideal person for the role looks like:

To be effective in achieving the objectives and expectations described above, incumbents in this position will need to demonstrate the following knowledge, skills and experiences:

Merit	Job Competencies	Descriptors
Skills and Abilities	i. Analytical and Investigation Skill	<ul style="list-style-type: none"> ▪ Possess strong capabilities in collection and collation of evidence and taking statements on investigation work
	ii. Communication Skills	<ul style="list-style-type: none"> ▪ Excellent Communication skills in both English and Samoan
	iii. Report writing	<ul style="list-style-type: none"> ▪ Ability to compile information and write reports to ACEO and CEO
	iv. Customer Service and Interpersonal Skills	<ul style="list-style-type: none"> ▪ Well-developed interpersonal skills with the ability to communicate effectively verbally and in writing to wide ranging audiences in both English and Samoan, and build and enhance successful relationships with internal and external stakeholders.
	v. Result focused	<ul style="list-style-type: none"> ▪ Ability to quickly and objectively process information and problem-solve.
	vi. Legislative	<ul style="list-style-type: none"> ▪ Ability to acquire technical knowledge relevant treaties, protocols, agreements and legislation
	vii. Computer Literacy	<ul style="list-style-type: none"> ▪ Good knowledge of RMS and ASYCUDA ▪ Good working knowledge of Microsoft Office programs (i.e MS Word, MS Excel, MS Powerpoint etc.)
	viii. Intelligence management and processing	<ul style="list-style-type: none"> ▪ Possess good knowledge on processing chain of evidence, collection and analysis of intelligence / information



Personal Attributes	<p>i. Commitment and Motivation</p> <p>ii. Team Work</p> <p>iii. Integrity</p>	<ul style="list-style-type: none"> ▪ Knowledge and understanding of the Ministry's vision, structure and people management policies and practices ▪ Ability to effectively work as a team player and work unsupervised to jointly deliver excellent results. ▪ An active team member who can work as part of a team and establish and maintain good relationships with both internal and external partners of the Ministry ▪ Acts with integrity at all time.
Experience	Experience and Past Work Performance	<ul style="list-style-type: none"> ▪ Minimum of 2 years relevant experience in Customs or a law enforcement with a good understanding of border and trade security and the application of legislation in an operational setting. ▪ Experience in providing technical and legal advice within a Customs environment.
Qualification	i. Diploma	<ul style="list-style-type: none"> ▪ A relevant Diploma-level qualification e.g. in Customs/Excise/Trade Administration, Public or Business Administration, Commerce etc.,

Generic accountabilities – things expected of all people at the Ministry:

Personal capability:

- Actively participate in the Ministry's ongoing training, development and performance planning and appraisal processes.

Planning:

- Actively participate in planning own work programme, e.g. daily, weekly, monthly, etc.
- Provide input as required into team, divisional and/or Ministry planning.

Ministry policies and practices:

- Meet the obligations of all Ministry employees via compliance with the Ministry's business policies and practices including the Code of Conduct.
- Understand the legislation, regulations and other technical frameworks that the Ministry upholds, protects and operates within.

Health and safety:

- Follow and support work practices that are safe and promote personal wellbeing.

Organisational values:

In your day to day work at the Ministry, we expect you to uphold and reflect our organisational values:

Integrity: At all times we are professional and display utmost integrity, by acting with:	
<u>Honesty</u>	<ul style="list-style-type: none"> • We act honestly, are truthful and abide by the laws of Samoa. • We are trustworthy in everything we do.
<u>Impartiality</u>	<ul style="list-style-type: none"> • We provide impartial advice, act without fear or favour, and make decisions on their merits.
<u>Transparency</u>	<ul style="list-style-type: none"> • We take actions and make decisions in an open way.
<u>Accountability</u>	<ul style="list-style-type: none"> • We are able to explain the reason for actions taken, and take responsibility for those actions.



	<ul style="list-style-type: none"> We act with courage in pursuit of the best possible outcomes for the community and the Government.
Service commitment	<ul style="list-style-type: none"> We serve the people well through faithful service to the Government. We are proud to deliver service to the community. We willingly accept the responsibility of helping to keep Samoa safe, secure and prosperous, and are dedicated to working as ‘One Service’ to achieve that.
Respect	<ul style="list-style-type: none"> We invest in our staff and support each other to lead fulfilling and enjoyable careers. We treat the people, the Government and our colleagues with respect and courtesy. We are fair and just and always act with respect for the law and for the rights of others.
Working together	<ul style="list-style-type: none"> We use teamwork and cooperation to achieve results together We value the views and contributions of others and actively seek to engage and collaborate for the benefit of Samoa.
Efficiency and effectiveness	<ul style="list-style-type: none"> We achieve good results for Samoa in an economical way. We are open to new ideas and technologies, responsive to changing needs, and innovative in the way we respond. We work with energy and enthusiasm to produce the best possible outcomes for the community.

Performance and development planning:

As well as the details contained in your Job Description, specific objectives, targets and measures will be developed with you in accordance with the Ministry’s performance and development planning and appraisal processes.

Core organisational competencies:

The Ministry’s five core competencies are an important part of improving the way we do business through the way we manage ourselves and our work, and the way we contribute to the team. They support our organisational values, and are also required for the Ministry to achieve its vision and strategic direction.

1 – Customer focus: Designing and delivering quality products and services that meet the needs of the Government and the people of Samoa.	2 – Achievement focus: Successfully achieving results, identifying improvements and taking a flexible approach to work.	3 – Analysis and decision making: Making effective and timely decisions based on consideration of the facts and alternatives.	4 – Communication and teamwork: Encouraging open, honest and effective communication, and work collaboratively with others.	5 – Self development and work management: Taking responsibility for managing your workload and your development, and being responsive to business changes.
<p>Project a positive public image for Ministry.</p> <p>Work with energy and enthusiasm to achieve the best results for our customers.</p> <p>Uphold the Service Charter.</p> <p>Respond to the needs of internal and external customers and take responsibility for ensuring follow up action.</p> <p>Provide a professional, quality service such that:</p> <ul style="list-style-type: none"> The right information is given the first time All commitments of action are met All acts and tasks are conducted to a high standard Appropriate questions are asked to identify concerns and underlying problems 	<p>Achieve the agreed outputs or results within the determined quality standards.</p> <p>Apply drive, energy and enthusiasm for getting the job done.</p> <p>Take personal responsibility for making things happen and for achieving the targets set for you.</p> <p>Show commitment to improving results, identifying and developing opportunities for improving systems and processes and encourage others to do the same.</p> <p>Understand the processes needed to do the job effectively and why these processes are used to achieve the desired results.</p> <p>Demonstrate flexibility and adaptability in approach to work.</p>	<p>Reflect the Ministry’s values in how problems are approached and decisions are made – be impartial and transparent.</p> <p>Make effective and timely decisions based on consideration of the facts and alternatives available.</p> <p>Analyse problems from different points of view.</p> <p>Consult with others in making decisions whenever appropriate.</p> <p>Accept responsibility for own decisions.</p> <p>Make sense of large amounts of information, getting to the heart of the problem quickly.</p> <p>Consider and understand the implication of decisions made on the Ministry, both internally and externally.</p>	<p>Treat people with respect and courtesy recognising their needs and views.</p> <p>Deal with people in an honest and straight forward manner.</p> <p>Accurately and clearly convey timely information and ideas, using a style and manner of presentation which meets the diverse needs of the audience.</p> <p>Establish, build and maintain relationships and networks both internally and externally.</p> <p>Present effective arguments to influence others and achieve negotiated solutions.</p> <p>Anticipate and prepare for other people’s reactions to communications.</p> <p>Demonstrate active listening skills (e.g. paraphrasing, attentive, receptive).</p> <p>Provide timely, honest and</p>	<p>Act with integrity at all times.</p> <p>Reinforce the Ministry’s values through leading by example in actions and words.</p> <p>Take personal responsibility for own development, setting challenging development goals.</p> <p>Grow, maintain and demonstrate the functional and technical knowledge and skills required to deliver quality outcomes in the job.</p> <p>Actively seek and take advantage of a wide range of learning opportunities, as available.</p> <p>Seek feedback on own performance, accepting</p>



<ul style="list-style-type: none"> • Issues are escalated at the appropriate time • Information is treated as confidential. <p>Tailor the service provided to appropriately meet the diverse needs of customers.</p> <p>Encourage and recommend on customer feedback and suggestions for improvement to Ministry's services and products.</p> <p>Identify better ways of doing things to provide continuously improving customer service.</p> <p>Proactively and responsively manage relationships with key customer groups.</p>	<p>Adopt a positive approach to change and be prepared to develop and try new ways of doing things.</p>	<p>All decisions are consistent with and support broader organisational goals, legislative requirements and departmental policies.</p> <p>Develop and explain the reasoning behind judgements, conclusions and decisions.</p> <p>Step back and reflect on the environment, drawing conclusions from what you see.</p>	<p>constructive feedback to others, both formally and informally.</p> <p>Challenge unacceptable behaviour.</p> <p>Work cooperatively with others to ensure common goals are achieved.</p> <p>Contribute to creating a motivated environment where goals can be achieved.</p>	<p>constructive criticism without becoming defensive.</p> <p>Acknowledge mistakes, and learn from them, so that they are not repeated.</p> <p>Address areas of personal effectiveness that have been identified through feedback, demonstrating personal awareness of behaviours and attitudes.</p> <p>Maintain a current knowledge of practices, trends and important information relevant to own area of work, both from inside and outside the Ministry.</p>
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